

# PENSIONS SECTION ADMINISTRATION

## Key Performance Indicators

## APPENDIX 3A to Pension Fund Administration Report at 30 April 2013

INDICATOR	Green Red Amber	2012/13 Actual	Target for 2013/14	Actual 3 months to 30/04/2013	Comments
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### A Customer Perspective

1a General Satisfaction with Service - clinic feedback	G	0%	95%	N/A	No clinics were held in the period and none are expected in 2012	<b>Graph 1</b>
1b General Satisfaction with Service - retirees feedback	G	97%	95%	97%	Generally good from response from retirees	
2a Service Standards - Processing tasks within internal targets (SLA)						
Deaths [12 days]	A	59%	90%	88.98%	11 of 18 Tasks were completed within target	
Retirements [15 days]	G	83%	90%	83.56%	361 of 432 Tasks were completed within target	
Leavers (Deferreds) [20 days]	A	68%	75%	66.13%	658 of 995 Tasks were completed within target	
Refunds [5 days]	G	80%	75%	73.42%	58 of 79 Tasks were completed within target	
Transfer Ins [20 days]	A	45%	75%	57.50%	49 of 120 Tasks were completed within target	
Transfer Outs [15 days]	A	67%	75%	71.25%	57 of 80 Tasks were completed within target	
Estimates [10 days]	G	95%	90%	96.85%	831 of 858 Tasks were completed within target	
2b Service Standards Processing tasks within statutory limits	G	100%	100%	100%		
3 Number of complaints	G	0	0	0	No complaints received in the period	
4 Pensions paid on time	G	100%	100%	100%	All paid on time	
5 Statutory Returns sent in on time (SF3/CIPFA)	G	100%	100%	N/A	due next quarter	
6 Number of hits per period on APF website	G	51511 (4292 p/m)	36000p/a 3000p/q	10,776	3592 per calendar month for reporting period	<b>Graph 2</b>
7 Advising members of Reg Changes within 3 months of implementation	G	100%	100%	N/A	none this quarter	
8 Issue of Newsletter (Active & Pensioners)	G	100%	100%	N/A	due next quarter	
9 Annual Benefit Statements distributed by year end	G	100%	100%	N/A	due by 1st October 2013	

### B People Perspective

1 % of new staff leaving within 3 months of joining	G			0%			
2 % Sickness Absence	G	a) Short Term	b) Long Term			<b>Chart 3</b>	
		a) 1.30%	b) 0%	a) 3%	b) 3%		a) 1.32%

### C Process Perspective

1 a) Services actually delivered electronically		b) Services <i>capable</i> of delivery to members		a) 0.3% b) 100%	a) 0.03% represents the members who agreed receive the Newsletter electronically. Internet Access means that over 2000 members are happy to receive info electronically b) Section able to deliver all targeted services electronically	
2 % Telephone calls answered within 20 seconds	G	97%	98%	97.5%	8489 calls, 8283 answered within 20 seconds	<b>Graph 4</b>
3 Maintain work in progress/outstanding at <b>below 10%</b>	G	20658 created, 20892 cleared	10%	-8.59%	4216 Created, 4578 cleared which means that 8.59% of previous outstandings were cleared in the quarter.	<b>Graphs 5 &amp; 6</b>
4 Year End update procedures (conts & salaries rdue by 30.04.13)	G	95%	100%	98%	Much improved on previous years	
5 No. of errors (due to incomplete member data from employers)	G	2%	0%	2%	Acceptable error level	

### D Resource Perspective

1 % Supplier Invoices paid within 30 day or mutually agreed terms	G	85%	90% (revised)	89.00%	Business Financial Services (inc Pensions) The average for the 2 months is worse than target due to a poor month in March of only 82.14%	
2 Temp Staff levels (% of workforce)	G	0.74%	3%	3.33%	Slightly above target due to leavers not yet replaced.	



